Presentation to ITAC

CHILDS Replacement Program (Guardian)

State of Arizona – Department of Child Safety

May 24, 2017

Status Through: April 28, 2017

Contents

Program Status

	Previous Status	Current Status	Status Notes
OVERALL	G	G	
Scope	G	G	• Scope remains consistent with PIJ and IAPD (May 2016) updated with letter submitted February 2017
Schedule	G	G	• Schedule remains within +/- 10% of Roadmap
Budget	G	G	• Tracking below current JLBC approved expenditures for FY17

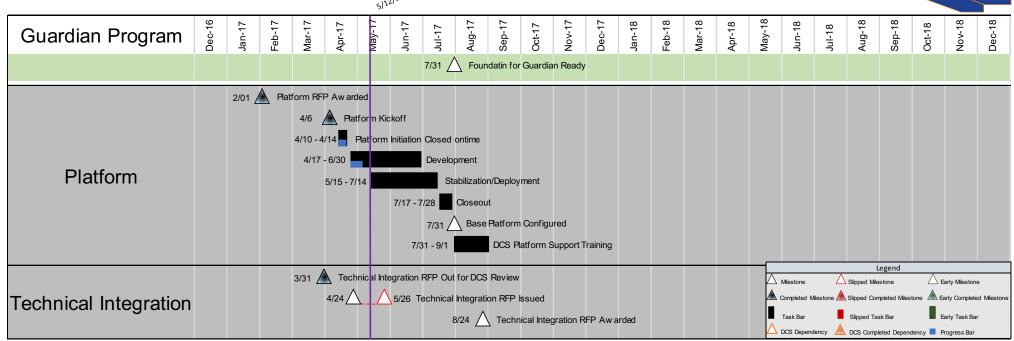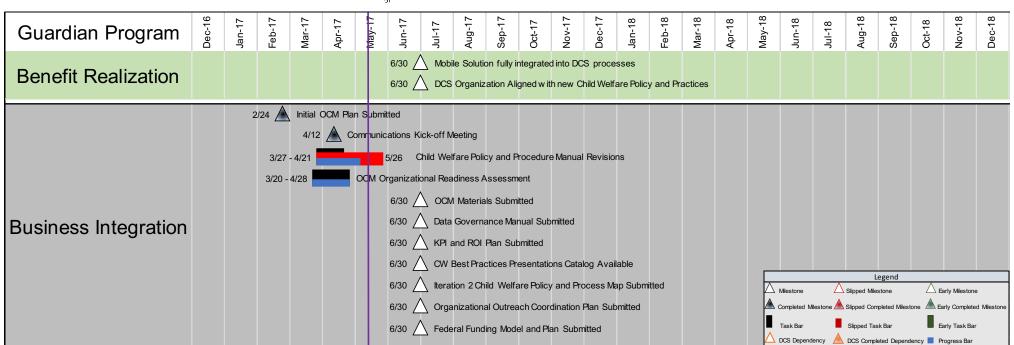|							
G	Project on-track; no high priority risks/Roadblocks	Y	High Priority risks/Roadblocks that have mitigation plans	R	High Priority risks/Roadblocks that have no clear mitigation plans	NS	Not Started

Guardian Program Integrated Milestone Schedule

Status through 5/12/17

Guardian Program	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18

Benefit Realization

8/4 △ Improved Case Worker Mobility/Efficiency

Mobile Solution

4/7 △ Business Requirements Finalized

5/19 △ CHILDS Mapping Complete

5/19 △ CHILDS Interfaces Complete

1/2 - 5/12 ▬ 5/19 Design & Development

5/12 △ All Tablets Received

5/26 △ UAT Execution Plan Complete

5/26 △ UAT Test Cases Complete

6/26 △ End User Training Manuals Complete

6/26 - 6/30 ▮ End to End Testing

3/24 - 7/07 ▬ Release 1 Testing

7/18 - 7/19 ▮ Train The Trainer (Including Helpdesk)

7/5- 7/21 ▬ Release 1 User Acceptance Testing (UAT)

7/21 △ MDM Configurations Complete

7/21 △ MDM App Distro Process Documented

7/24 - 8/04 ▬ Release 1 Caseworker Training

8/4 △ Operational Readiness Certification Received

8/4 △ Release 1 Ready to Deploy

> The CHILDS mapping and interfaces are nearing completion with Development. This is not expected to impact the Release schedule

Legend

△ Milestone	△ Slipped Milestone	△ Early Milestone
◣ Completed Milestone	◣ Slipped Completed Milestone	◣ Early Completed Milestone
▬ Task Bar	▬ Slipped Task Bar	▬ Early Task Bar
△ DCS Dependency	△ DCS Completed Dependency	▬ Progress Bar

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Benefit Realization

11/3 △ Improved Case Worker forms

Mobile Solution

6/5 △ Release 2 Start

6/5 - 7/21 ▬ Release 2 Technical Design

7/3 - 8/18 ▬ Release 2 Development

8/21 - 9/29 ▬ Release 2 Testing

10/2 - 10/20 ▬ Release 2 User Acceptance Testing (UAT)

10/23 △ Release 2 Ready to Deploy

10/23 - 11/3 ▬ Release 2 Training

Legend

△	Milestone	△	Slipped Milestone	△	Early Milestone
▲	Completed Milestone	▲	Slipped Completed Milestone	▲	Early Completed Milestone
▬	Task Bar	▬	Slipped Task Bar	▬	Early Task Bar
△	DCS Dependency	△	DCS Completed Dependency	▬	Progress Bar

Above is Release 2's tentative Plan. Subject to change based upon Release 1 timelines

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7/31 △ Foundatin for Guardian Ready

Platform

2/01 ▲ Platform RFP Awarded

4/6 ▲ Platform Kickoff

4/10 - 4/14 ■ Platform Initiation Closed ontime

4/17 - 6/30 ■ Development

5/15 - 7/14 ■ Stabilization/Deployment

7/17 - 7/28 ■ Closeout

7/31 △ Base Platform Configured

7/31 - 9/1 ■ DCS Platform Support Training

Technical Integration

3/31 ▲ Technical Integration RFP Out for DCS Review

4/24 △ ⋯ 5/26 △ Technical Integration RFP Issued

8/24 △ Technical Integration RFP Awarded

Legend

△ Milestone	△ Slipped Milestone	△ Early Milestone
▲ Completed Milestone	▲ Slipped Completed Milestone	▲ Early Completed Milestone
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Benefit Realization

- 6/30 △ Mobile Solution fully integrated into DCS processes
- 6/30 △ DCS Organization Aligned with new Child Welfare Policy and Practices

Business Integration

- 2/24 ▲ Initial OCM Plan Submitted
- 4/12 ▲ Communications Kick-off Meeting
- 3/27 - 4/21 ███ 5/26 Child Welfare Policy and Procedure Manual Revisions
- 3/20 - 4/28 ███ OCM Organizational Readiness Assessment
- 6/30 △ OCM Materials Submitted
- 6/30 △ Data Governance Manual Submitted
- 6/30 △ KPI and ROI Plan Submitted
- 6/30 △ CW Best Practices Presentations Catalog Available
- 6/30 △ Iteration 2 Child Welfare Policy and Process Map Submitted
- 6/30 △ Organizational Outreach Coordination Plan Submitted
- 6/30 △ Federal Funding Model and Plan Submitted

Legend

△ Milestone	△ Slipped Milestone	△ Early Milestone
▲ Completed Milestone	▲ Slipped Completed Milestone	▲ Early Completed Milestone
■ Task Bar	■ Slipped Task Bar	■ Early Task Bar
△ DCS Dependency	△ DCS Completed Dependency	■ Progress Bar

The Child Welfare Policy and Procedure Manual revisions are slipping to end of May. While the manuals are delayed it is not expected to impact the Mobile solution Release or the Program

Program IV&V Actions Status Metrics – Q3 Report

IV&V Findings Tracking

2nd Quarter*
Sep - Nov 2016   3rd Quarter*
Dec - Feb 2017 Dec - Feb 2017

IV&V Findings Tracking		2nd Quarter* Sep - Nov 2016	3rd Quarter* Dec - Feb 2017
Plan Viablity	Closed	2	6
	In Progress	21	22
	Not Started	20	22
	Deferred	0	0
	Total	43	50
PM Practice	Closed	10	36
	In Progress	35	18
	Not Started	15	20
	Deferred	0	0
	Total	60	74

* The IV&V quarters are not aligned with the State Fiscal year quarters. This is due to the JLBC provision which requires that the program deliver Quarterly reports 1 month prior to State fiscal quarter close.

Mobile Solution - Status

Timeline

Task Name	Duration	Start	Finish
◢ **Mobile Solution**	**229 days**	**12/20/16**	**11/3/17**
◢ **Release 1**	**164 days**	**12/20/16**	**8/4/17**
Project kickoff	0 days	12/20/16	12/20/16
Functional Requirements & Technical Design	85 days	1/2/17	4/28/17
Development	105 days	1/2/17	5/26/17
Testing	71 days	3/24/17	6/30/17
User Acceptance Testing Execution	15 days	7/3/17	7/21/17
Training	10 days	7/24/17	8/4/17
Ready to Deploy	0 days	8/4/17	8/4/17
▷ **Release 2**	**110 days**	**6/5/17**	**11/3/17**

Status

- Release 1 Development planned to complete mid May 2017
- Completed interface mapping documentation
- Submitted (revised) User Interface Design
- Training Plan approved

Cost

- $580,587 Spent to date

Platform - Status

Timeline

Task Name	Duration	Start	Finish		
				Mar Apr May Jun Jul Aug Sep Oc	
Platform	**107 days**	**4/6/17**	**9/1/17**		
Project kickoff	0 days	4/6/17	4/6/17	◆ 4/6	
Initiation	5 days	4/10/17	4/14/17		
Development	55 days	4/17/17	6/30/17		
Stabilization	45 days	5/15/17	7/14/17		
Closeout	10 days	7/17/17	7/28/17		
Base Platform Configuration Complete	0 days	7/31/17	7/31/17	◆ 7/31	
DCS Platform Training	24 days	8/1/17	9/1/17		
Platform Complete	0 days	9/1/17	9/1/17	◆ 9/1	

Status

- Kick-off occurred 4/6/17
- Onboarded 4/10/17
- Project Plan submitted
- Communication Plan submitted
- Namespaces created
- Procured InRule and Dynamics licenses

Cost

- First payments are planned in May

Data Integrity Enhanced Reporting (Data Management Assessment) – Status

Timeline

Task Name	Duration	Start	Finish	2017
▲ **Data Management Assessment**	**78 days**	**2/6/17**	**5/24/17**	
▲ **Data Cleanup**	**58 days**	**3/6/17**	**5/24/17**	
Data Cleanup Assessment Start	0 days	3/6/17	3/6/17	3/6
Requirements and Scope Assessment	14 days	3/6/17	3/23/17	
Metrics, Business, Data Dictionary Assessment	40 days	3/24/17	5/18/17	
Data Governance Recommendation and Feasibility Study Documentation	43 days	3/27/17	5/24/17	
Data Cleanup Assessment Complete	0 days	5/24/17	5/24/17	5/24
▲ **Business Intelligence (BI) Automation**	**60 days**	**2/6/17**	**4/28/17**	
BI Automation Start	0 days	2/6/17	2/6/17	2/6
Requirements and Project Planning	10 days	2/6/17	2/17/17	
Technical Analysis of Reports with stakeholders	25 days	2/20/17	3/24/17	
Generate Documentation	25 days	3/6/17	4/7/17	
Creation of Feasibility Assessment Docuemnt	20 days	4/3/17	4/28/17	
BI Automation Assessment Complete	0 days	4/28/17	4/28/17	4/28
▲ **MS Access Migration**	**60 days**	**2/6/17**	**4/28/17**	
MS Access Migration Assessment Start	0 days	2/6/17	2/6/17	2/6
Technical Analysis of MS Access Databases	10 days	2/6/17	2/17/17	
Generate Documentation	35 days	2/20/17	4/7/17	
Create Feasibility Assessment Document	15 days	4/10/17	4/28/17	
MS Access Migration Assessment Complete	0 days	4/28/17	4/28/17	4/28

Status

BI Automation Feasibility:
- Completed their assessment

MS Access Feasibility:
- Completed their assessment

Data Cleansing Feasibility:
- Submitted Data Dictionary
- Submitted Metrics 1

Cost

- $169,461 Spent to date

Technical Integration Overview

Solution	• The technical integrator will ensure that each module required to satisfy the program requirements is integrated into the platform, whether that module is a separate procurement, or if it is currently available functionality which needs to be configured
Procurement Strategy	• The current strategy is to release a Request for Proposal (RFP) and select an integrator who best fulfills the DCS requirements
Cost	• Projected cost (from PIJ): $9.0M for Development; $8.5M Operational
Timeline	RFP currently being developed with plans to issue end of May / beginning of June 2017

*Costs associated with the PIJ were based off the feasibility study.
Development Costs are not solely for Vendors, any awarded costs are meant
to be a subset of any final projected costs of the project.

Document Management Overview

Solution	• Document Management is used extensively to store and managed digital documents • DCS has reviewed different options in the market today • Based upon the need to quickly and efficiently transfer documentation between DES and the courts, and other agencies, the decision was made to procure the same system used today • The OnBase Enterprise Content Management (ECM) has been selected
Procurement Strategy	• Due to the specific requirements to ensure compatibility with other State Agencies, the solution is planned to be procured through *the statewide Software Value Added Reseller (SVAR) contract ADSPO17-149774 with CDW Government, LLC.*
Cost	• Projected cost (from PIJ): $4.6M for Development; $2.4M Operational
Timeline	• Gathering requirements to price out the correct document management services/options by end of May 2017

*Costs associated with the PIJ were based off the feasibility study. Development Costs are not solely for Vendors, any awarded costs are meant to be a subset of any final projected costs of the project.
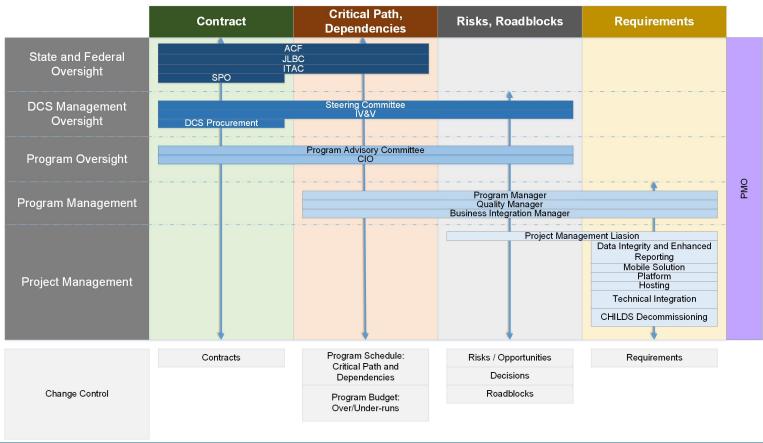
Q&A

Further Information

- Program Governance
- Program Projects, Support and Services
- Current Program Development Forecast: by Fiscal Year / Project
- Current Program Financial Position

Program Governance

	Contract	Critical Path, Dependencies	Risks, Roadblocks	Requirements	
State and Federal Oversight	SPO	ACF / JLBC / ITAC			PMO
DCS Management Oversight	DCS Procurement	Steering Committee / IV&V			
Program Oversight		Program Advisory Committee / CIO			
Program Management		Program Manager / Quality Manager / Business Integration Manager			
Project Management			Project Management Liason	Data Integrity and Enhanced Reporting / Mobile Solution / Platform / Hosting / Technical Integration / CHILDS Decommissioning	
Change Control	Contracts	Program Schedule: Critical Path and Dependencies / Program Budget: Over/Under-runs	Risks / Opportunities / Decisions / Roadblocks	Requirements	

Program Projects, Support and Services

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│       ACF       │      │      JLBC       │      │      ITAC       │
└─────────────────┘      └─────────────────┘      └─────────────────┘

┌─────────────────┐      ┌─────────────────┐
│    Steering     │- - - │ DCS Management  │
│   Committee     │      └─────────────────┘
└─────────────────┘      ┌─────────────────┐
                         │ Program Manager │
                         └─────────────────┘

┌──────────────────────────────────────────────────────────────────┐
│       Project Teams; Business Teams; Contractor Teams              │
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Program Projects

- Data Integrity and Enhanced Reporting
- Mobile Solution
- Platform
- Hosting

- Technical Integration
  - Includes Data Exchanges, Data Warehouse, and Functional Components
- CHILDS Decommissioning

Program Support and Services

- Planning [complete]
- Feasibility Study [complete]

- IV&V
- Program Management\
- Quality Management
- Business Integration

Current Guardian Development Forecast By Fiscal Year / Project

	SFY15	SFY16	SFY17	SFY18	SFY19	SFY20	Total
Planning and Procurement Cycles	$ 236,627	$ 314,593	$ 599,942	$ -	$ -	$ -	$ 1,151,163
Feasibility Study		$ 616,998	$ -	$ -	$ -	$ -	$ 616,998
Data Management Assessment			$ 614,734	$ 299,253	$ -	$ -	$ 913,987
Program Management			$ 515,205	$ 4,957,998	$ 4,659,675	$ 3,419,773	$ 13,552,650
Business Integration			$ 475,890	$ 2,976,648	$ 2,958,393	$ 2,130,032	$ 8,540,963
Mobile Solution			$ 1,854,184	$ 2,242,567	$ -	$ -	$ 4,096,751
IV&V			$ 68,160	$ 157,200	$ 157,200	$ 117,900	$ 500,460
Quality Management			$ 838,883	$ 1,512,299	$ 1,514,411	$ 758,262	$ 4,623,855
Platform			$ 1,872,950	$ 476,130	$ 1,012,155	$ -	$ 3,361,236
Hosting			$ 1,059,307	$ -	$ -	$ -	$ 1,059,307
Document Management			$ -	$ 3,441,593	$ 2,065,705	$ 836,292	$ 6,343,590
CHILDS Decommissioning			$ -	$ 1,432,065	$ 811,650	$ 537,323	$ 2,781,038
Technical Integration			$ -	$ 13,449,123	$ 15,854,301	$ 4,224,077	$ 33,527,501
Other (Data Excheanges, Courts, Education etc.)			$ 6,035	$ -	$ -	$ -	$ 6,035
Permanancy			$ -	$ -	$ -	$ -	$ -
Assessment			$ -	$ -	$ -	$ -	$ -
Intake / Hotline			$ -	$ -	$ -	$ -	$ -
Provider Management			$ -	$ -	$ -	$ -	$ -
Data Warehouse			$ -	$ -	$ -	$ -	$ -
Case Management			$ -	$ -	$ -	$ -	$ -
Financial Management			$ -	$ -	$ -	$ -	$ -
Total	$ 236,627	$ 931,591	$ 7,905,292	$ 30,944,877	$ 29,033,490	$ 12,023,657	$ 81,069,499
Known Costs expected within the Fiscal Year	$ 236,627	$ 931,591	$ 7,812,611	$ 6,355,024	$ 2,015,370	$ -	$ 17,351,223
Estimated Costs Within the Fiscal year	$ -	$ -	$ 92,681	$ 24,589,853	$ 27,018,120	$ 12,023,657	$ 63,724,311
Margin				$ 2,145,231	$ 2,190,662	$ 676,649	$ 5,012,542
Total Costs	$ 236,627	$ 931,591	$ 7,905,292	$ 33,090,108	$ 31,224,151	$ 12,700,306	$ 86,088,076
Program Approved Budget							$ 86,088,076
(Over)/Under							$ -

Month End April:
-Separated Margin
-Added Staff who will be coming from Separation Starting 6/1
-Now Includes some identified FTEs who may change 50% to Guardian

Current Program Financial Position

APF		
Total FY15 Appropriated	$	5,000,000
Total FY17 Appropriated	$	4,581,600
Total Appropriation	$	9,581,600
Current FY15 Amount Favorably Reviewed	$	5,000,000
Current FY17 Amount Favorably Reviewed	$	1,813,000
Total Favorably Reviewed	$	6,813,000
Current APF Spent/Encumbered		
CH15002 (Planning and Procurement)	$	299,971
CH15004 (Feasibility Study)*	$	215,915
CH17002 (Guardian)	$	417,443
Current Costs Encumbered***	$	3,794,021
Total APF Spent/Encumbered	$	4,727,350
Federal Funding Sources		
Federal Title IV - E Match available (50/50)**	$	6,813,000
Current Federal Funds Spent/Encumbered		
CH15002 (Planning and Procurement)	$	299,971
CH15004 (Feasibility Study)	$	401,083
CH17002 (Guardian)	$	417,443
Current Costs Encumbered***	$	3,794,021
Total Federal Funds Spent/Encumbered	$	4,912,518
Total		
Total Funds	$	13,626,000
Total Encumbered***	$	7,588,041
Total Spent	$	2,051,827
Total Available	$	3,986,131

Changes:
- Encumbrances now include the Mobile solution post Change Request

*Per DCS JLBC Legislative Liaison, the remaining $97k from the feasibility study (CH15004), does not require favorable review to spend on the rest of the Guardian Program

*$29 APF balance remaining from the Planning and Procurement project (CH15002)

**The Federal Title IV-E Funding will always be equal to available APF as DCS is approved for 50/50 match

***Current Costs encumbered is derived from all formally issued POs as of 4/21/17. Encumbered costs will be reduced once invoices against those costs are officially paid